My Account user guide



Forgotten Password.

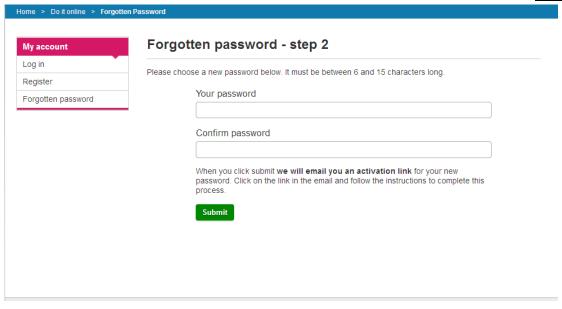
If you have forgotten your password, please click on Log in and select link to 'I have forgotten my password'.

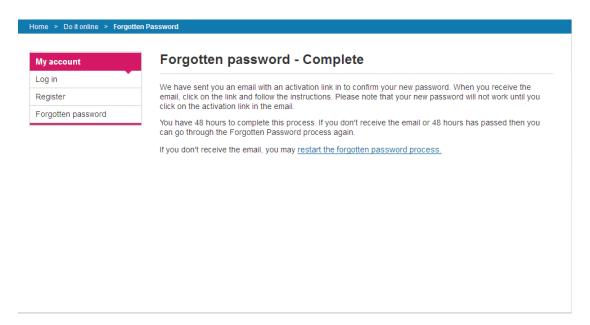
You will then be asked to enter your e-mail address and enter a new password.

My account	Log in
Log in	
Register	Before you log in, please make sure that the address shown in the bar at the top of your Web browser starts with:
Forgotten password	"https://auth.gfaid.co.uk/gfa/login"
	If it does not, someone may be attempting to steal your password.
	Please supply your email address and password to log in to this service
	If you already have a Lewisham Council Online Account , please enter the email address and password you use for that service.
	Email address
	Password
	Fassword
	Log in
	Log in Thave forgotten my password. Intend to register for this service.
	I have forgotten my password.
ondon Borough of Lewishan.	I have forgotten my password.
ondon Borough of Lewishan	Thave forgotten my password. I need to register for this service.
ondon Borough of Lewishan	There to register for this service. Tel: 020 8314 6000 (24 hours) Contact us
-	There to register for this service. Tel: 020 8314 6000 (24 hours) Contact us
-	There to register for this service. Tel: 020 8314 6000 (24 hours) Contact us
dome > Do it online > Forgo	Thave forgotten my password There to register for this service. Tel: 020 8314 6000 (24 hours) Contact us ten Password Forgotten password - step 1
dome > Do it online > Forgo	There to register for this service. Tel: 020 8314 6000 (24 hours) Contact us ten Password
Home > Do it online > Forgo My account Log in	Thave forgotten my password There to register for this service. Tel: 020 8314 6000 (24 hours) Contact us ten Password Forgotten password - step 1
Home > Do it online > Forgo My account Log in Register	Thave forgotten my password Intend to register for this service. Tel: 020 8314 6000 (24 hours) Contact us Tender Password Forgotten password - step 1 Please enter the email address you used to register with this service
Home > Do it online > Forgo My account Log in Register	Thave forgotten my password Intend to register for this service. Tel: 020 8314 6000 (24 hours) Contact us Tender Password Forgotten password - step 1 Please enter the email address you used to register with this service
Home > Do it online > Forgo My account Log in Register	Thave forgotten my password Intend to register for this service. Tel: 020 8314 6000 (24 hours) Contact us Tender Password Forgotten password - step 1 Please enter the email address you used to register with this service Email address

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You will then receive an e-mail from web.communications@lewisham.gov.uk which will ask you to complete the process of changing your password.

NOTES:

- Please check your spam or junk folder or click Send/Receive if using Outlook if you
 do not receive the email in 5 minutes after clicking submit.
- The activation link is valid for 48 hours. If you did not click on the activation link during this period, please restart the forgotten password process.

Please select the link as shown below.

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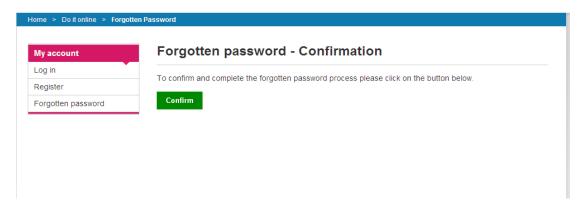
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Original Message From: web.communications@lewisham.gov.uk [<u>mailto:web.communications@lewisham.gov.uk</u>] Sent: 22 July 2011 14:55
Subject: Your Password Reset Confirmation
Dear Sir/Madam,
You are receiving this message because you recently requested to reset your password.
In order to complete the process, please click on the link below and then follow the instructions to confirm your new password.
https://auth.gfaid.co.uk/gfa/pwresetconf/lewisham/?c=fga7eC
We look forward to continuing to be of service to you.
Sincerely,
Web communications team - Lewisham Council

You will then be presented with the screen below, please click on the green 'Confirm' box.

NOTE: You have to click Confirm in order for your new password to be active



The following screen will then appear, please select the green 'log in' box

Forgotten password - Complete Thank you Your password has now been reset. Please log in using the button below. Log in now

This will then take you to the Lewisham Home page, please select Login/Register tab at the top of the page.